



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

31-DEC-2007

Repository ☐

Reference No.
10213277

OWNER INFORMATION (Type or Print)

Name

Address

City

DELTA

State

CO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 8/12/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FMSU45P84E

Make

FORD

Model

EXCURSION

Model Year

2004

Date Purchased
01-OCT-03

Dealer's Name and Telephone Number
MONTROSE FORD NISSAN 970-249-4576

Engine:

No: Cylinders 8

Fuel Type:

Diesel

Original Owner
☒

Dealer's City
MONTROSE

State
CO

Zip Code
81401

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code
114000 ELECTRICAL SYSTEM:WIRING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
27-JAN-2007

Failure Mileage
108480

Failure Speed
35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2004 FORD EXCURSION. WHILE DRIVING BETWEEN 35-40 MPH, THE VEHICLE STALLED AND THEN SHUT OFF. THE VEHICLE WAS TOWED TO A MECHANIC AND THEY REPLACED THE NUMBER 1 AND NUMBER 3 FUEL INJECTORS. THE DEALER STATED THAT THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 05V270000 (ELECTRICAL SYSTEM:WIRING). THE CURRENT MILEAGE WAS 130,994 AND FAILURE MILEAGE WAS 108,480.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

NARRATIVE OF WHAT HAPPENED

IN FEBRARY OF 2007 we went to Death Valley to spend some time before we met my family for a gathering in Las Vegas. Just at dusk on Feb. 27th we stopped to explore a site. We spent a short time there and started back to camp. We had traveled less than a mile when the truck sputtered, shuttered and tried to stall, we lost compression. The truck slowed to a crawl at the next hill. We were in big trouble, in the dessert, at night, with no traffic and no help and about ten miles from camp. I am physically handicapped, [REDACTED] is on disability, and walking that distance put our lives in real peril. However [REDACTED] is a fine driver, he did not panic. He worked that gas pedal, coaxed that vehicle, hung in there and willed that truck through the curves and over the rises, kept it running, until we reached the final hill crest. The truck died and [REDACTED] was able to manhandle it into a camp parking slot. It would not restart.

We used the camp's pay phone and called the Ford Customer Service number, the truck was just out of warranty and they refused to help. [REDACTED] called them back, explained to the young man where we were and what had happened. He did help. The Ford Dealership in Las Vegas would not come on a Saturday night or on a Sunday, or on the following Monday to tow the truck. The Ford Customer Service representative hung with us and finally found the tow service from Lone Pine, California, over 80 mountainous miles from where we were. Their driver would be there early Monday morning.

We were alive to miss my family gathering and Monday morning Miller's Towing, from Lone Pine, picked up the truck and [REDACTED] The Mechanic in Lone Pine determined that we had lost both the number 1 and number 3 fuel injectors and replaced them. A part of this recall controls the fuel injection system and the mechanic could find no reason why we had lost both fuel injectors. [REDACTED] got back to camp after dark on the 29th. The tow and repairs has cost us \$1,649.99. The truck's actual mileage was 108,480.5.



Hallagin/2004 Ford Excursion/Reference No. 10213277

August 28, 2008

RE: [REDACTED] 6.0 L diesel, 2004 Ford Excursion, purchased Oct. 1, 2003, manufactured on Wednesday, August 13, 2003 AND the Ford Recall number 05S34 concerning vehicle stall because of electrical component malfunction.

The recall began on July 22, 2005 for 6.0 Liter Diesel engines, 2004/2005 Ford Excursions with 66.67% of the vehicles affected being manufactured between September 29, 2003 and May 31, 2004. 33.63% of the vehicles manufactured that may or may not be affected by this defect fall outside of those arbitrarily set recall dates and the VIN numbers. This vehicle falls just outside of the primary recall dates and within that other 33.63%. The dates and VIN numbers for this recall were set arbitrarily based on the history of vehicle complaints and Ford's warranty repairs AFTER they examined the vehicles that fell within those dates. Statistics are just numbers, a general ball park of information and a place to begin. What this means is that 9,627 vehicles fall outside of the recall dates. This particular vehicle was manufactured a mere 45 days prior to the recall dates, and given its history, way too close not to be considered as possibly having the recall problem.

Ford already had a record of electrical mal-functions in this vehicle and they should have considered and included it in this Ford recall. They did not. We were never informed of any recall concerning our vehicle by anyone connected with Ford. In December 2007 we discovered that a recall existed because my sister happened to hear it on the radio and called us from Arizona.

We paid \$4,010.00 extra when we purchased Extended Warranty Service on this vehicle and paid in advance for Ford's care and service and maintenance. Prior to this incident and after a battle, Ford Service did finally replace, under warranty, the mal-functioning control module for the heating and cooling system. That replacement module is not functioning correctly and we continue to have problems with it. In February of this year we had to replace the vehicle's alternator, which may or may not be a result of this recall, but it begs the question?. We have also had to replace this truck's cooling system. This vehicle continues to be quirky and sometimes just doesn't run smoothly, acting as if it is going to stall. That vehicle behavior usually causes us to stop the vehicle in a safe place and let it rest (and cool). When we do restart it, it runs ok. The alternator was replaced when it did not restart.

In light of the electrical problems this truck had already experienced, if the local Ford Dealership Service Center had simply checked, replaced the wiring harness and done the recall repairs on our truck when the recall was issued I absolutely believe we would not have encountered the problems we experienced in Death Valley. I also believe that when we returned from that trip in Feb. of 2007 and the Ford Service Center became aware of

the problems we had, they could have let us know of the recall, checked out this truck and done the recall repairs at that time, possibly saving us from future disaster. But they did not care, were not interested, and gave us no hint that this recall existed, let alone advice that we might consider having the repairs done.

Since we found out about this recall, and in light of the problems we have had, and the vague problems we continue to experience with this truck, we have tried to go to the Dealership Service Centers and get the recall repairs done, at our own expense or under the recall expense. We can not get anyone at those Ford Service Centers that knows anything about them, knows how to do them, is willing to do them, or anyone who will even listen to our request. Even the local diesel mechanic could get no information from Ford about this problem; let alone what repairs were needed. Is this recall a well kept little secret? We paid, it's over, and we are out of warranty, tough

Ford is fully aware of this vehicle defect and fully aware that the dates that were chosen did not cover every vehicle that had the defect. We all know this. We also know that our lives were threatened. We managed and survived, last time. But the recall repairs have not been done and we can not even get anyone to look into this truck and consider its history. There is no way to determine about the next time, maybe we'll die and nobody will be the wiser and that certainly would not cost Ford dollars or time.

Thank you for your help and your service. From what I have experienced at Ford Dealerships in Iowa, Colorado, Nevada; their Service Centers are far too busy with the usual, run of the mill, milking of regular maintenance and minor service from their individual customer base to fool around and mess with things like recalls, warranty repairs, or customer safety.

We paid a great deal of money for a vehicle that according to printed material was reliable, safe on the road, and fit our needs. Our experience with this vehicle and with Ford causes us to question that.

With your help and intervention we want Ford's help too. We need to be able to get into this vehicle without wondering if it will leave us stranded at the side of the road or worse yet cause an accident that could take our or someone else's life. Ford needs to check out this vehicle as a part of that recall, do the replacements or repairs that it requires and pay for the \$1,649.99 that should never have happened. Ford does have prior knowledge, is accountable and needs to honor their responsibility and their culpability.

Sincerely,

2004 Ford Excursion VIN # 1FMSU45P84

Delta, CO

ATTACHMENTS: Bill of Sale with VIN and tow and repair bill



STATE OF COLORADO
Dealer's Bill of Sale for a Motor Vehicle

PREVIOUS BILL OF SALE NUMBER
No. [REDACTED]

PRINT NAME OF LICENSED COLORADO DEALER MONTROSE FORD LINCOLN MERCURY INC.		PRINT DEALER NUMBER 0552	
STREET ADDRESS 100 MERCHANT DRIVE	CITY MONTROSE	STATE CO	ZIP CODE 81401
VEHICLE IDENTIFICATION NUMBER (VIN) 1FMSU45P84E [REDACTED]	YEAR 04	MAKE FORD	BODY 4DR SPT
FUEL TYPE (CHECK ONE) ☐ GAS ☐ DIESEL ☐ ELECTRIC ☐ OTHER		STATUS OF VEHICLE (CHECK ONE) ☐ NEW ☐ USED	MANUFACTURER'S SUGGESTED RETAIL PRICE (NEW VEHICLES ONLY) \$
SELL, ASSIGN, AND CONSIGN TO: [REDACTED]		DATE OF SALE 10/01/03	

ODOMETER DISCLOSURE STATEMENT

FEDERAL LAW REQUIRES THAT YOU STATE THE ODOMETER MILEAGE UPON TRANSFER OF OWNERSHIP, FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

THE ABOVE NAMED DEALER STATES THAT THE ODOMETER NOW READS (NO TENTHS OF MILES): 53 AND:

- ☐ THE ODOMETER READING IS THE ACTUAL MILEAGE OF THE VEHICLE.
- ☐ THE MILEAGE STATED IS IN EXCESS OF ITS MECHANICAL LIMITS.
- ☐ THE ODOMETER READING IS NOT THE ACTUAL MILEAGE. - **WARNING - ODOMETER DISCREPANCY**

SELLER AFFIRMS, UNDER PENALTY OF PERJURY, THAT THE ABOVE FACTS ARE TRUE AND CORRECT TO THE BEST OF THEIR KNOWLEDGE		DATE OF STATEMENT 10/01/03	
DEALER'S AGENT PRINTED NAME		DEALER'S AGENT SIGNATURE X	
BUYER'S SIGNATURE (1) (ACKNOWLEDGES RECEIPT OF STATEMENT) [REDACTED]		BUYER'S SIGNATURE (2) (ACKNOWLEDGES RECEIPT OF STATEMENT) X [REDACTED]	
STREET ADDRESS [REDACTED]	CITY DELTA	STATE CO	ZIP CODE [REDACTED]
AUCTION NAME (when applicable)		DATE	LICENSE NUMBER

ORIGINAL: WITH TITLE

COPY: BUYER RECORD

COPY: DEALER RECORD

MILLER'S TOWING
1506 S MAIN ST
LONE PINE CA 93545
(760) 876-4600

COPY
01/29/2007 16:58:56
Sale:

Transaction # 3
Card Type: MasterCard
Acc: *****
Entry: Swiped
Total: 1649.99

Device ID:
Reference No.:
MP ZDHKD90129

Auth.Code: 009269
Respon AUTH/TKT 009269
Merchant number ***00074

CUSTOMER COPY

REBUILT M-OEM	
	SALE
7AR	
77308	

MILLER'S TOWING

P.O. Box 905
LONE PINE, CA 93545
(760) 876-4600
AC 131093

Vehicles Must Be Returned For Warranty Work.

Date	Time Received	OPERATION	LAB. CHG.
1/29/07	11:01C	Lubrication ☐	
Promised	A.M. P.M.	Change Oil ☐	
Written By	A.M. P.M.	Change Oil Filter Cart. ☐	
Cust. Order No.		Service Air Cleaner ☐	
		Change Trans. Oil ☐	
		Adjust Transmission ☐	
Phone when ready	Yes ☐ No ☐	Hazardous Waste ☐	
Bus		Pack Front Wheel Brgs. ☐	
Res		Rotate Tires ☐	
		Adjust Brakes ☐	
		Retain Parts ☐	
		Destroy Parts ☐	

Name	Address	City	Vin. No.	Year-Make-Model	License No.	Odometer
		Delta, Ca.		2004 Ford Excursion	629 JWS	
ESTIMATE AMT.		1649.99				
ADD'L AUTH. AMT.						
REVISED ESTIMATE		1649.99				
DATE	APPROVED BY	I hereby authorize the repair work below to be done along with the necessary material, and hereby grant your and/or your employees permission to operate the car, truck or vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle.				
TIME	IN PERSON ☒ PHONE ☐	Authorized By: [Signature]				
		I ACKNOWLEDGE NOTICE AND AGREE TO THE PROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. (SIGNATURE OR INITIALS)				

OPER. NO.	REPAIR ORDER LABOR INSTRUCTION	INTERNAL
	2.5 Diagnostic R-R 1 + 3 injectors	80.00
	28000	
	PD - M/C	

Additional Materials from reverse side	QTY.	SALE	BILLING	TEARDOWN ESTIMATE - PARTS AND LABOR	Total Labor
TOTAL PARTS	GALS. GAS		☐ CASH	ORIGINAL ESTIMATES	Hazardous Waste Disposal
	QTS. OIL		☐ CHARGE	PHONE DATE TIME	Special Repairs
	LBS. GREASE		☐ INTERNAL	REVISED ESTIMATES	Parts
BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY. A CUSTOMER WILL BE CHARGED FOR INSPECTION REGARDLESS OF PASS OR FAIL.	TOTAL GAS OIL GREASE		OK'D BY	REASON	Tires
SPECIAL REPAIRS	RECOMMENDED SERVICE:		ADDITIONAL COSTS	AUTHORIZED BY	Gas, Oil & Grease
1. Hook up	1. 82 ml x 4600 ml	4500	IN PERSON	DATE TIME	Paint & Body Shop
2. 82 ml x 4600 ml	492.00		TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within days of the date shown above if I choose not to authorize the services recommended.		537.00
3. 537.00					Sales Tax
TOTAL SPECIAL REPAIRS					59.91
					TOTAL

Return Old Parts ☐ Yes ☐ No

TOTAL

1649.99

INVOICE COPY

QTY	★	PART NO. OR DESCRIPTION	SALE
2		4C3Z 98527AA	773 08

P.O. Box 905
LONE PINE, CA 93545
(760) 876-4600
AC 131093

Name	[REDACTED]	
Address	[REDACTED]	City <i>Delta, Co.</i>
Vin. No.	[REDACTED]	
Year-Make-Model	License No. [REDACTED]	Odometer <i>108480.5</i>
<i>2004 Ford Excursion</i>		

TIME *4:00*

☒ IN PERSON ☐ PHONE

I ACKNOWLEDGE NOT
PROVAL OF AN INCREASE IN THE ORIGINAL
ESTIMATED PRICE.

(SIGNATURE OR INITIALS)

REPAIR ORDER LABOR INSTRUCTION

INTERNAL

Exhaustible Krallen
2.5 Dingoace
R-K 1 + 3 fixator

12 - MC

TOTAL PARTS

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY. A CUSTOMER WILL BE CHARGED FOR INSPECTION REGARDLESS OF PASS OR FAIL.

SPECIAL REPAIRS

Total Labor

Hazardous
Waste Disposal

Special Repairs

Special Repairs

Tires

RECOMMENDED SERVICE:

DATE _____

DATE _____ TIME _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

Gas.	
------	--

Paint & Body Shop

Sales Tax

TOTALReturn Old Parts ☐ Yes ☐ No

INVOICE COPY

20 272 A